



# COMMUNICATION ACROSS GENERATIONS

Hey there! Welcome to Communication Across Generations. I'm really glad you're here. This course is designed to help you feel more confident when connecting with people who may see the world a little differently than you do. That might be because of age, background, experience, or simply how they communicate. We'll keep things real and practical, and hopefully even a little enjoyable. My goal is for you to walk away with tools that make everyday conversations smoother, strengthen your team, and create a more connected work environment. I'm looking forward to growing together with you.

## INTRODUCTION



## WHY THIS LEARNING EXPERIENCE WAS CREATED

This course came from something I kept noticing again and again. People were missing each other in conversation. Not because they didn't care, but because they saw things differently. A lot of that comes from the way we grew up, the times we were raised in, and what we're used to in the workplace. I created this course to help close those gaps. When we start to understand where someone else is coming from, it gets easier to work together, to listen with more patience, and to speak in ways that truly connect. Most of us just want to be heard and respected. This course is about learning how to do that with people from every generation.

# 3-WEEK PROGRAM FOR ADMINISTRATIVE NURSES



## **ALIGNMENT WITH STRATEGIC COMMITMENTS**

This learning experience directly supports the following institutional priorities:



## **EMBRACING INNOVATION AND DISCOVERY**

Learners will explore innovative communication tools and frameworks to strengthen interdepartmental dialogue.



## **FOSTERING A TEAM-BASED CULTURE**

Learners will develop cross-generational communication skills to thrive in diverse, collaborative teams.



## **PROVIDING EXCELLENT CARE**

Clear communication between administrative teams supports patient care outcomes by reducing misunderstandings and streamlining hospital operations.



## **FACILITATING COMMUNITY CONNECTIONS**

Learners will explore how diverse cultural and generational backgrounds influence communication, enabling more inclusive collaboration.

# Theoretical Foundation

## Social Constructivism

Learners will engage in group dialogue, peer learning, and real-world practice scenarios that mirror their daily administrative work.

## Transformative Learning Theory

Learners will examine personal biases, reflect on critical incidents, and adopt new mindsets that lead to lasting communication growth.

## Learning Objectives

After successful completion of this learning experience, you will be able to:

- Design a communication strategy that integrates the preferences and values of Baby Boomers, Gen X, Millennials, and Gen Z in administrative healthcare settings.
- Construct professional messages using structured communication tools such as SBAR to enhance clarity and consistency across departments.
- Critique your current communication practices using a personal audit tool, identifying strengths and areas for improvement.
- Formulate at least two actionable improvements that enhance teamwork and clarity when interacting with colleagues from different age groups.



# 3-WEEK LEARNING EXPERIENCE PLAN

**WEEK 1:** Designing Generationally Inclusive Strategies

**This Week's Focus:** Build a strategic awareness of generational communication preferences.

1	<p><b>Complete the <u>Communication Self-Check Survey</u></b></p> <p>Begin by completing a short self-assessment to reflect on your communication habits and experiences with different generations.</p> <ul style="list-style-type: none"><li>• Note: If link is inactive hold down the CTRL button then click on the link. It will take you directly to the Communication Self-Check Survey.</li></ul>
2	<p><b>Watch the <u>Mini-Lecture Video</u></b></p> <p>View the lecture that outlines generational preferences. Take notes on how each generation typically interacts in professional settings.</p> <ul style="list-style-type: none"><li>• No submission required. Just watch and take notes for your own understanding.</li></ul>
3	<p><b>Participate in <u>Design Challenge Discussions</u>   <u>Review the Rubric Here</u></b></p> <p>Work with your group to design a short strategic communication plan for a fictional administrative team made up of all four generations. Discuss what elements you would include and why.</p>
4	<p><b>CREATE ENGAGING CONTENT:</b></p> <p>Submit a Strategy Outline: <u><a href="#">Submit Here</a></u>   <u><a href="#">Review the Rubric Here</a></u></p> <p>Individually, create a one-page outline of a generationally inclusive communication strategy you could use in your real work environment.</p>

# 3-WEEK LEARNING EXPERIENCE PLAN

**WEEK 2:** Designing Generationally Inclusive Strategies

**This Week's Focus:** Constructing Professional Communication Tools

This Week's Focus: Develop and apply structured communication frameworks.

1

## **Review the SBAR for Administration Guide**

Read through the definitions and real-world examples provided. Take note of key phrases, tone, and how each section of SBAR (Situation, Background, Assessment, Recommendation) works together to create clarity. Save the guide for use throughout the course.

2

## **Complete the Message Construction Assignment: Submit Here | Review the Rubric Here**

Choose a recent or realistic administrative scenario from your workplace — this could be a departmental update, a request for collaboration, or a clarification on a policy. Write two communications using the SBAR format:

- One as a professional email
- One as a meeting recap or briefing note

Use the SBAR headings to structure each section clearly. Be concise but thorough. Submit your documents via the email link above. Your goal is to practice using SBAR in a way that makes communication across departments cleaner and easier to follow.

3

## **Peer Coaching Circles | Review the Rubric Here**

You will be paired with one or two other learners for this activity. Review each other's SBAR communications and provide feedback using the provided rubric. Focus on:

- Clarity of message
- Professional tone
- Use of SBAR structure

Write your feedback in a short paragraph format and submit it as a separate document, or enter it directly into the peer review form, depending on what your instructor assigns.

4

### **Attend Guest Mentor Session [Tuesday of Week 2 9:00 AM-JT1429]**

This week you're invited to join a guest session with a hospital leader. They will share real stories of how structured communication tools like SBAR helped them navigate conflict, streamline operations and clarify direction. Come prepared with at least one question about applying communication frameworks in real-life situations. If you cannot attend, you will be given the option to watch a recording and complete a short reflection: [Submit Here](#). | [Review the Rubric Here](#)

- [Commitment to Change Wall via Miro](#) | [Review the Rubric Here](#)

After the workshop above you'll post one communication goal to our virtual wall. This will stay open after the course ends, allowing you to revisit your goal and add progress notes. You'll also be able to see what others have committed to and cheer them on.

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### **Manager Engagement**

If you agree, a summary of your personal goals will be shared with your manager to help reinforce your learning in the workplace. This gives you a built-in layer of support and accountability.

# 3-WEEK LEARNING EXPERIENCE PLAN

## WEEK 3: Critiquing Practice and Formulating Improvements

**This Week's Focus:** This Week's Focus: Evaluate your communication style and identify areas of growth.

1	<p><b><u>Complete the Personal Communication Audit</u></b></p> <p>Use the audit tool to evaluate your current communication habits and assess your strengths and areas needing improvement.</p>
2	<p><b>Attend One-on-One Coaching Session [Wednesday of Week 3 9:00 AM-JT1429]</b></p> <p>Meet with a coach or peer mentor to go over your audit and receive feedback.</p>
3	<p><b>Formulate Two Actionable Improvements: <a href="#">Submit Here</a>   <a href="#">Review the Rubric Here</a></b></p> <p>Using feedback from your audit and coaching session, write two specific communication habits you will develop. Submit your action plan.</p>
4	<p><b>Submit Final Reflection Paper: <a href="#">Submit Here</a>   <a href="#">Review the Rubric Here</a></b></p> <p>Write a 2-3 page paper describing:</p> <ul style="list-style-type: none"><li>• How your communication perspective has changed</li><li>• Which assumptions you challenged</li><li>• How your improvements will benefit your team and organization</li></ul>

5

**Complete the Personal Communication Audit**

Use the audit tool to evaluate your current communication habits and assess your strengths and areas needing improvement.

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**Manager Engagement**

If you agree, a summary of your personal goals will be shared with your manager to help reinforce your learning in the workplace. This gives you a built-in layer of support and accountability.

# ONGOING SUPPORT AND ACCOUNTABILITY PLAN

To help you continue applying what you've learned in this course, we've put together a support plan that extends beyond our three weeks together. These next steps are designed to keep you engaged, supported, and reflective as you grow in your communication practices:



## 1 MONTHLY EMAIL CHECK-INS

Expect a short email once a month for the next three months. Each message will include a quick communication tip, a reflection question, and space for you to track your progress. You're encouraged to reply to the email or jot down your thoughts privately.

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## QUARTERLY PEER SUPPORT CIRCLES

Every three months, you'll be invited to join a virtual peer circle. These are safe spaces where you can reconnect with fellow participants, talk through what's working, and get fresh ideas when you feel stuck. A course mentor will help guide each session.



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## COMMUNICATION CHAMPIONS RECOGNITION

If you're consistently applying what you've learned and showing growth in how you communicate, you may be recognized in a quarterly spotlight shared with our department. This is our way of celebrating your progress and inspiring others.



## OPTIONAL REFRESHER MICROLEARNING MODULES

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At the six-month mark, you'll have access to brief, on-demand modules to help refresh and reinforce core concepts. These are completely optional but highly recommended if you want to keep sharpening your skills.



## VIDEO REFLECTIONS

You'll be invited to record a short one-minute video at the end of the course. Share your biggest takeaway and how you plan to apply it in real life. With your permission, we may share these videos in future follow-ups to encourage your peers.



## CASE STUDY REINFORCEMENT ACTIVITY

During Week 2, you'll work on a real-world case scenario using the SBAR framework. Your final version may be featured as a learning tool for future participants if you agree to share it anonymously.

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## DIGITAL BADGES AND CERTIFICATES

Once you've completed all course requirements, you'll receive a digital badge and certificate. You can include them in your internal profile or share them with your team as a marker of your achievement.

